

# CASE STUDY

## GALAXY® CERTIFICATION PROGRAM FOR YOUR CURRENT SYSTEM ADMINISTRATOR



### THE CUSTOMER

West Edmonton Mall is a 5.3-million-square-foot entertainment complex. Alongside its stores and restaurants, there are nine attractions including an amusement park, waterpark and underground aquarium. For 23 years, the Mall has used Gateway Ticketing Systems' Galaxy software to run their attractions operations, making it imperative that the Mall employ a strong staff of system administrators.



### THE CHALLENGE

West Edmonton Mall would periodically upgrade to the latest version of Galaxy to access the software's new features and functions. However, the impact of these features on their guest experience depended on their system administrator's ability to successfully support them. "Even though I'm confident in my knowledge of Galaxy, I'm not confident that I know everything about every module that Galaxy has to offer," says David Lee, Senior Accountant at West Edmonton Mall.



### THEIR SOLUTION

David enrolled Breanne Allan, their current Galaxy System Administrator, into the Galaxy Certification Program. Throughout the program, Breanne learned best practices for base configuration in the core Galaxy modules and the eGalaxy Web Store. The program curriculum also included self-paced courses for independent learning in addition to guidance from a Galaxy certified instructor. She was provided with a training environment to complete industry-related configuration scenarios, which allowed for practice that did not impact live operation.

"Whether you are new to Galaxy or a seasoned pro, I highly recommend the Galaxy Certification Program to everyone," says Breanne. "You learn how to effectively configure and use the features of Galaxy by ACTUALLY doing it. You get one-on-one review periods of your configuration with the instructor so you can ask additional questions and get the answers you need."

With successful results on the configuration-based exam at the end of the program, managers are assured their system administrator can complete core configuration for a Galaxy-supported operation. We support continued learning with a one-year subscription to all self-paced courses offered from Gateway.



### THEIR BUSINESS BENEFITS

Even as an experienced system administrator, Breanne found the Galaxy Certification Program made her more confident and efficient with her job responsibilities. "The Galaxy Certification Program really helped to reaffirm the knowledge that I already had, provided me with a better understanding of WHY things needed to be configured in certain ways, and provided me with knowledge about Galaxy features and functions that I didn't even know were possible."

Since completing the Program, Breanne has become a go-to person when implementing new programs and offers at West Edmonton Mall. "Whenever someone asks, 'can this be done', Breanne is able to at least confirm if she's seen this exact thing or something similar during her program," David explains. "We are then able to review the features and collaborate on a solution." And as Breanne elaborates: "Being certified also helps you identify and report issues to Gateway Ticketing Systems in a manner that helps the Support Desk team understand your issues so they can be resolved quickly."

"The program is a great way to validate the user is up to date with all the newest features of the Galaxy system."

*David Lee  
Senior Accountant*

"The Galaxy Certification Program provides you with the knowledge and confidence to be able to use Galaxy to its full potential."

*Breanne Allan  
Galaxy System  
Administrator*

"I've been told it's not an easy course. That means only people that truly learn from the program will pass and be certified."

*David Lee  
Senior Accountant*